

**System and Method For Coordinating Operator  
Efforts Using Action Diaries**

**ABSTRACT**

5 A system and method for allowing system operators to  
collaborate and coordinates efforts through an action diary.  
The operators communicate directly with each other through a  
chat page in the appropriate action diaries. The dialog may be  
saved for archive, copy commentary to action diary notes, or  
deleted. Two or more operators may work on solving the same  
10 root problem. Coordinating operator efforts includes capturing  
the coordinated best practice solution. Two operators working  
on the same root problem may access two different action diaries  
or a common action diary. Pre-set event rules cause both  
operators to be notified of the other operator's actions. The  
15 updates to both action diaries are coordinated as appropriate.  
Each diary may reference the other's path allowing individual  
customization. In other cases, the paths may be duplicated.

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